



## Higher Level Pharmacy Technician Medicines Management

Pharmacy/Clinical Support Services

# JOB DESCRIPTION





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# Welcome



Chelsea and Westminster Hospital NHS Foundation Trust is proud to be one of the top performing and safest trusts in England.

We have two main acute hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital, plus our award-winning clinics across North West London and beyond.

- We employ over 7,000 staff and 500 volunteers
- We treat someone in A&E every 90 seconds
- We deliver a baby every 50 minutes
- We operate on a patient every 16 minutes
- We do 50 imaging procedures each hour
- We serve a diverse population of 1.5 million from the beginning to the end of life

## **Our values**

Our PROUD values demonstrate to staff, patients and the public the standards of care and experience they should expect from our services:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

## Job summary

<b>Job title</b>	Higher Level Pharmacy Technician Medicines Management
<b>Band</b>	NHS AFC Band 5
<b>Division</b>	Clinical Support Services
<b>Responsible to</b>	Senior Pharmacy Technician Medicines Management
<b>Accountable to</b>	Chief Pharmacist
<b>Type of contract</b>	Permanent
<b>Hours per week</b>	37.5 Shift patterns as below; 9am – 5pm 8.00am – 4.00pm 10.00 – 6.00pm
<b>Location</b>	Chelsea and Westminster NHS Foundation Trust

Deliver quality care to patients at ward level as part of an efficient Medicines management system. This includes confirming patient medication histories, assessment of patient's own medicines, preparation and administration of medicines including IVs, counselling patients about their medicines and co-ordinating the supply of discharge medication

## Key working relationships

- Patients/carers/relatives
- Pharmacy staff
- AAU nursing staff
- Other hospital staff
- Primary care team (GP/Community/Pharmacist)
- Intermediary care staff (Nursing/residential home staff)

## Roles and responsibilities

- Follow relevant procedures for Medicines Management in order to deliver the service in a safe and effective manner.
- Responsible for the provision of the Medicines Management service to designated ward areas, which involves working in clinical areas unsupervised.
- Be accredited and efficiently maintain accreditation as a checking technician as part of the London Region scheme in order to participate in the dispensing and checking of inpatient, outpatient, clinical trial and ward or clinic based prescriptions.
- Obtain accurate medication histories for patients on admission by liaising with the patient and/or primary care team in order to support decisions about continued care.
- Implement and maintain the Patient's Own Drug (POD) scheme, for the designated areas (and self-administration where introduced) according to Trust Policies. This involves checking the suitability of patient's own drugs, i.e. correct instructions on label, expiry date, re-labeling if necessary and gaining patient consent for using their own medication.
- Assist with early/late service provision for the acute admissions unit, helping with medicine rounds including preparation and administration of intravenous medicines on wards.
- Assist pharmacist with service provision for Ambulatory care and Accident & Emergency.
- Counsel patients in order to provide effective and appropriate advice to patients on medication use in order to ensure their understanding of their medication including benefits of their medication and possible side effects. These may be patients with certain barriers, e.g. hearing problems, language issues.
- Deal with queries and complex issues from patients and other hospital staff.
- Effectively contend with informal / verbal complaints from ward staff or patients in the first instance before appropriate referral to line manager if necessary.
- Co-ordinate the discharge medication, bringing together patients own drug's and newly dispensed items in advance of patient discharge and support the planning of patient discharge with respect to medication, including the transcription of requests for dispensing.
- Participate in the audit of the medicines management service e.g. POD scheme, dispensing times, discharge times and intervention data.
- Provide training for pharmacy staff regarding the medicines management service on the wards.
- Participate in reciprocal cover arrangements across directorates to maintain the medicines management service.
- Maintain high quality of data input of patient information into the pharmacy computer system in order to ensure excellent labeling standards for dispensed medicines.
- Support the dispensary by participating in the dispensary rota and providing a full technical service including performing the final accuracy check of screened prescriptions.
- Accurately dispense and issue prescriptions including controlled drugs in a timely fashion for inpatients, outpatients (including A&E), day case and discharge medication.

- Participate in the checking of in-patient, outpatient and clinical trial prescriptions by undertaking the London Pharmacy Education & Training Accredited Checking Pharmacy Technician (ACPT) scheme in line with departmental policy.
- Identify potential problems regarding the lack of availability of medicines for individual prescriptions, seeking advice on suitable alternatives or agreed delivery timetable.
- Ensure medication is dispensed to meet agreed delivery times and to minimise waiting times for patients.
- Receive prescriptions from hospital staff in accordance with dispensary procedures. Prioritise prescriptions according to urgency. Inform ward staff of prescription progress where necessary.
- Ensure that the exemption status of patients is checked in order to accurately collect prescription fees.
- Be a role model for technical staff and actively promote the role of the pharmacy technician
- Line-manage a designated rotational pharmacy technician or pharmacy assistant, conducting performance appraisals and development reviews and if necessary, manage sickness, disciplinary or grievances.
- Act as a section head for designated rotational technicians or assistants.
- Participate in the training of new and junior staff, including inductions.
- Act as an NVQ assessor for pre-registration trainee pharmacy technicians and ATOs as necessary.
- Ensure that a written record of Continuing Personal Development (CPD) is maintained for review at appraisal.
- Be a robot ‘superuser’ in order to troubleshoot complex problems and maintain efficient systems within the dispensing process.
- Participate in and contribute to the development of the extension of the medicines management scheme across all wards in the hospital.
- Participate in regular medicines management training sessions for nursing staff.
- Liaise with nursing staff and patients to guarantee the service we provide meets the requirements of its users.
- Create, maintain and develop medicines management policies, procedures and standards.
- Be responsible for personal Continuing Professional Development portfolio, involvement in the Regional Technician Self-Development Programme, and to attend internal and external study days.
- Participate in the recruitment of technical staff.
- Follow legal, ethical, professional and employers’ codes of conduct.
- Any other duties as reasonably required by the Chief Pharmacist.

This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and his/her manager.

All duties must be carried out under supervision or within Trust policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure you must seek clarification from a more senior member of staff.

## Person specification

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<b>Band</b>	NHS AFC Band 5
<b>Division</b>	Clinical Support Services

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

**E** = essential

**D** = desirable

### Trust values

Putting patients first	<b>E</b>
Responsive to patients and staff	<b>E</b>
Open and honest	<b>E</b>
Unfailingly kind	<b>E</b>
Determined to develop	<b>E</b>

### Education and qualifications

BTEC Pharmaceutical Sciences/NVQ 3 or equivalent	<b>E</b>
Registered as a practicing technician with the General Pharmaceutical Council.	<b>E</b>
Accredited Checking Technician (ACPT) (Note: A candidate who is not an ACPT will be considered for shortlisting, if recruited, they will receive Band 4 AFC remuneration until they achieve the ACPT qualification)	<b>E</b>
Medicines Optimisation Program	<b>D</b>
Practice Supervisor course or equivalent	<b>D</b>

### Experience

Hospital pharmacy experience	<b>E</b>
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Patient counselling	E
Supervision of staff	D
Education and training of staff	E
Dispensing	E
Pharmacy labelling and stock control systems	D
Contribute to development of procedures	D
Service audit	D
Liaison with a wide variety of healthcare professional	D
Experience of JAC	D
Previous experience of POD schemes	D

## Skills and knowledge

Interpret & dispense prescriptions accurately	E
Good oral and written communication and presentation skills to convey complex and potentially sensitive information	E
Organisation and prioritization of workload	E
Word processing, e-mail, accurate data entry skills	E
Effectively provide advice to patients regarding Medicines	E
Problem solving	E
Motivate self and others	E
Manage the change process	D

## Personal qualities

Enthusiasm for the position	E
Methodical with attention to detail	E
Friendly, empathetic and reliable team worker able to relate to all grades of staff	E
Ability to cope well within a busy environment	E
Empathy and sensitive to patients needs	E

## Notes







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